

NEW VALUES, NEW VISIONS

Guidelines for Public Policy for Hennepin County Residents with Developmental Disabilities



Acknowledgments

This report summarizes the ideas some 300 people who came together on June 25, 1997 to participate in a conference on Self-Determination and Systems Change that focused on the future of services for Hennepin County residents with developmental disabilities. The conference was sponsored by the Hennepin County Performance-Based Contracting Work Group, Arc of Hennepin County, Advocating Change Together, Hennepin County's Developmental Disabilities Division, and the University of Minnesota's Institute on Community Integration. Special pre-conference training sessions for small group facilitators and for approximately sixty self-advocates were sponsored by Arc-Hennepin, Advocating Change Together and the University of Minnesota.

We would like to thank everyone who participated on the conference planning team as well as all of the facilitators of the small group discussions. Staff of Hennepin County, Arc of Hennepin County, Advocating Change Together, the Institute on Community Integration and several Hennepin County service providing agencies facilitated the small group discussions. We would like to give special recognition to Charlie Lakin and the staff at the Institute on Community Integration for all their work in compiling and editing this report. We would also like to thank Gaio Lakin who contributed the artwork.

Background to the Discussions on Self-Determination for Hennepin County's Residents with Developmental Disabilities

People with developmental disabilities have always wanted to control their own lives in the same ways other people control their lives. This often has been hard when people also need help from other people. Recently people with developmental disabilities have been successful in showing their parents, guardians, service providers, advocates, political representatives, and county administrators that they can get help from others, while still be in charge of their own lives. In fact, they have shown people that when they are in charge of this, the quality of the help they receive often gets better.

To give people with developmental disabilities more control over their lives and more opportunities to make their services better, people really need to listen to what they want and need, and need to be committed to help them to live their lives on their own terms. All of this is pretty new. To be successful, everyone needs to change the ways they think about things and do things. People need to recognize the many good things are happening that allow some people with developmental disabilities to have more control over their lives. They need to give more and more people a chance to experience these good things. People also need to recognize that a lot of things are keeping people from being in control of their own lives. These are things that need to be changed.

On June 25, 1997, people with developmental disabilities who wanted more control over their lives came together at a conference with people who wanted to help them. Working together, everyone thought about a few areas of social services and community living that are really important to improving self-determination. At the Self-Determination and Systems Change Conference, over 300 residents of Hennepin County spent a lot of time discussing self-determination, finances for services, community life, natural supports, service coordination, quality assurance, work and other contributions to the community. People talked about why these things were important to people with developmental disabilities and discussed what's working and not working in increasing self-determination, what can be done to make it work better and what needs to happen in Hennepin County to make self-determination a reality for more people and more of a reality for everyone with developmental disabilities. The following pages summarize those discussions.

Self-Determination

Self-Determination for People with Developmental Disabilities Is:

Living a life that is always changing and growing and never fixed.

Deciding what I want in life and setting my own goals.

Learning to trust my feelings; having others trust my feelings.

Controlling service decisions and the money that buys those services.

Having honor and respect for me, my choices and my ways of expressing myself.

Having enough support to not be confined by my disability.



Becoming more confident and feeling better about myself as I do things on my own.

Having a purpose to my life and being successful in working toward my purpose.

Being able to change my mind, change my path and disagree with authorities.

Doing what is best for me.

Freedom to make choices and taking responsibility for the choices I make.

Asking for and receiving no guarantees.

Having the help I need for the choices I make.

People's Self-Determination Depends On:

Knowing my rights and responsibilities and having people on my side that do too.

Having myself and my true allies in charge of how my resources are spent.

Being able to assertively tell people what I want and don't want.

Figuring out who I am and what I want.

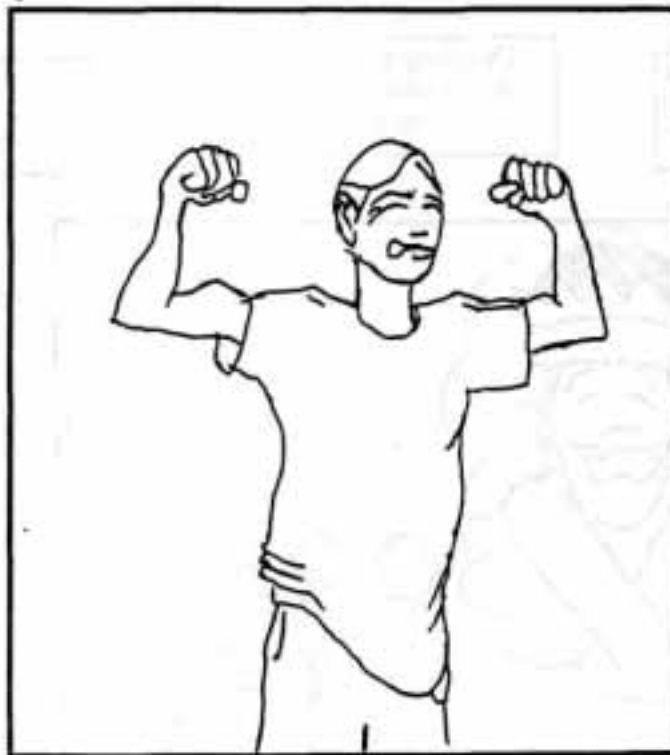
Having support from people who are and/or feel responsible for the outcome I want.

Having people who will help me advocate for myself.

Having people who listen to me, help me figure out what I want and help me get it.

Being surrounded by people who accept my dreams as their dreams and really want me to be able to get what I want in my own life.

Building the life I want step-by-step and success-by-success.



Being willing to take risks and having family, case managers, service providers and others who are willing to take risks also.

Being willing to and following through to work to get what I want.

Not being held back or controlled by worries about what others think I should do.

People's Self-Determination is Impeded by:

Being pushed by people who want me to decide quickly and once and for all.

Being surrounded by people who think they should make the decisions about me and for me.

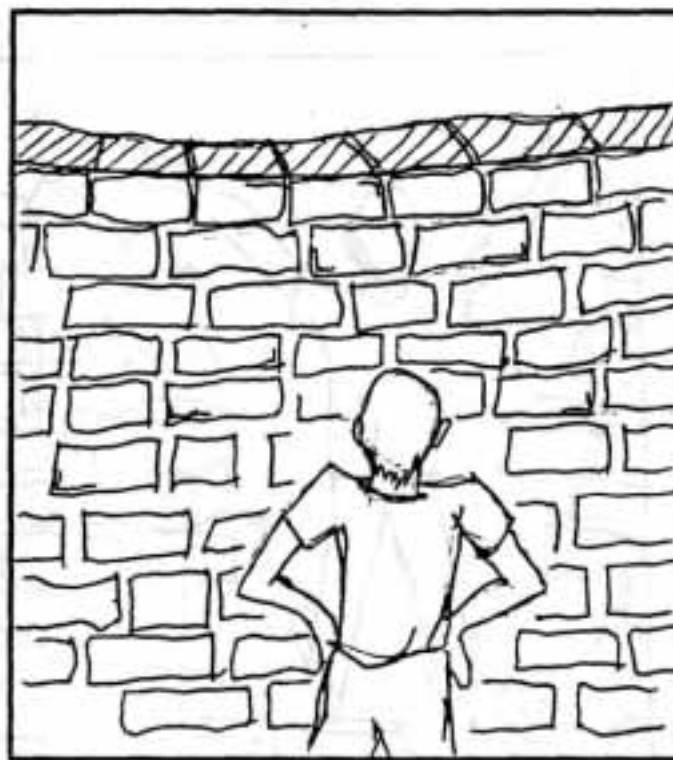
People thinking their main job is to protect me through restrictions, rules and regulations.

Having too little information to know the possibilities.

Having too little experience to know and choose different options.

Having too little self-confidence.

Being surrounded by people who do not respect me and under-estimate what I can do.



Having people expecting me to fit into their system and same old way of doing things

Values and ethics that are talked, but not walked

Too little interest and focus on increasing my independence and self-determination.

Having limited funds, but more importantly limitations on how these funds can be spent.

Having too few creative people in my life to help me solve my problems.

Having no one who has or will give me the time it takes to set me up the way I want.

People in Hennepin County Will Have Greater Self-Determination When:

When information is shared
to help people see the full
range of choices to be
thought about.

When people in the consumers' lives
help them create and follow dreams
and desires and help them keep
growing, dreaming and looking for
new things.

When people with
developmental disabilities
refuse to go along with
whatever is offered.

When people are
expected to make their
own decisions.

When the people
currently in control learn
to recognize, respect and
trust people's rights to
control their own lives.

When double standards
are recognized and
addressed (e.g., choose
friends, but prevent risky
involvements; choose
ones' own food, but
prevent weight gain; make
future plans, but stay in
the same ICF/MR).

When creativity is
valued, honored and
rewarded as
contributing to the
public mission of
serving its citizens.



When people have the
chance and the help
they need to speak for
themselves.

When support planning
changes from
traditional
interdisciplinary teams
to person-centered
approaches involving
circles of friends,
family and support
staff.

When social workers
are freed to be
champions and
advocates for the
individual and family.

When the rules and
regulations that force
people to live in certain
ways are replaced with
rules recognizing
people's rights and
choices.

When people in
"official" roles stop
thinking they have the
right to basic life
decisions for other
people.

When risk is viewed
as a reality of a well-
lived life, not as
an enemy.

Things We Must Commit to and Achieve for Self-Determination in Hennepin County:

Information will be available to all people to support higher expectations.

Freedom will be protected where unduly restricted and rights will be recognized.

There will be no more putting people into standard service packages.

Services will be based on person-centered approaches of discovering what's important to the individual and ongoing monitoring of personal satisfaction and happiness.

People and their allies will have to watch out for themselves and change what they do not like.

People will choose the providers they want and change providers when they want.

Creativity will be respected, honored and rewarded as it contributes to quality and cost-effectiveness.



Habilitation services will be flexible and creative to serve people's personal goals, interests and lifestyles.

Program and financing will be changed when they limit people's ability to use the resources allocated to them in ways that contribute to their personal quality of life.

Quality assurance will define quality the way people with developmental disabilities think about it for their own lives.

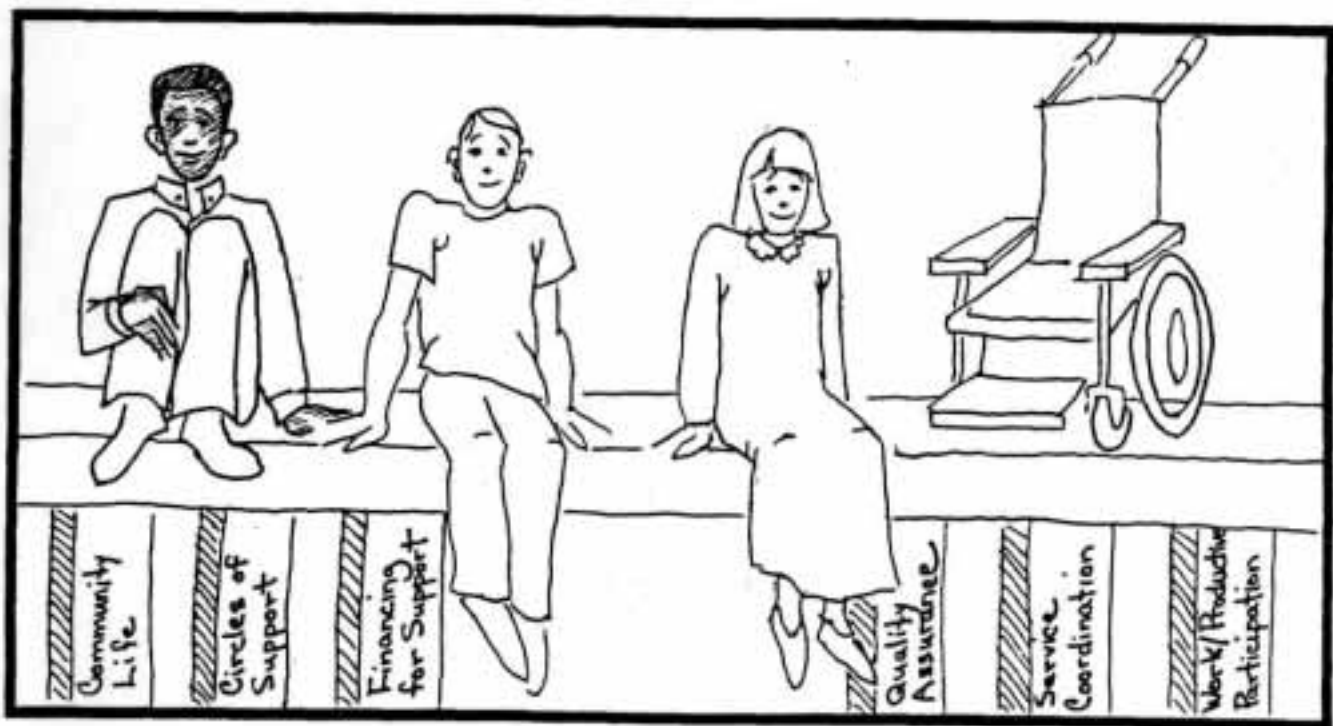
People will be able to live real lives, in real homes in real communities of Hennepin County.

County Commissioners, State Legislators, and the general public will know what is happening, the differences it makes and the ways they can help.

People with developmental disabilities and their allies will have a central role in designing, evaluating and changing policies governing Hennepin County services.

Changing Social Services and Communities to Serve Self-Determination

Making self-determination a reality for more people and more of a reality for all people with developmental disabilities will require changes. Everyone involved in the lives of people with developmental disabilities, including people with developmental disabilities, will need to change in one way or another. Some will need to become more assertive; some will need to give away power. Some people will need to become more confident; others will need to be less sure they have the answers. People will need to change. Our social services and the communities in which they operate will need to change too. In the pages that follow, people of Hennepin County identify some of the areas and types of changes required:



Community Life

Community Life for Persons with Developmental Disabilities Is:

Belonging to and participating in religious and social groups that share my heritage and values.

Knowing I belong and feeling accepted as an individual.

Having my rights valued and recognized like other people's.

Knowing what's going on in my community and participating in events of my choice.

Having friends in the community outside my home and job.

Being involved in the political and/or social activism within my community.

Being productive in and contributing to my community and spending time with others in valued community work.



Using the regular public accommodations of the community (e.g., transportation, parks, stores).

Knowing, being known and making friends in my neighborhood.

Sharing in the variety of activities the community offers.

Doing things that make my community better.

Participating in the economy of my neighborhood and community.

Having a Community Life Depends On:

Knowing the people in my neighborhood and having them welcome me.

Being able to express my concern for the community through community politics, neighborhood councils and other formal community organizations.

Developing relationships with people who like to do the things I like.

Living in the community.

Knowing what's happening in the neighborhood that I want to participate in.

Having the support I need to participate as fully as possible in the community activities and organizations I choose.

Getting out and about in my community and its stores, parks, restaurants, churches, etc.

Participating in all-neighborhood events (e.g. clean-ups, recycling, concerts).

Having the money and opportunities to participate economically in the community.

Having chances to do things for my neighbors and community.

People respecting my rights to be there and share in the life and resources of the community.

Feeling that what happens in my community makes a difference in my life.



Community Life is Impeded By:

People who are in too much of a hurry to get involved in my life.

My not having enough support to get involved in community activities.

Not having enough financial opportunities to participate in the community economically.

Other community members being afraid or prejudiced about me and other people with developmental disabilities.

Transportation not being available, affordable and accessible to help me get around the community.

People who live close to me not acting or feeling like neighbors.

People not helping me find ways that I can contribute to my community.



Care providers who try to protect me and others with developmental disabilities from real life.

People who don't give me information about community options and activities.

People taking me places as part of a group of people with developmental disabilities, not a community member.

My not having money to do things that cost money.

Service providers, service coordinators and others who are uncaring about whether I am isolated.

My living in a facility that "announces" that I am different from my neighbors and belong with other people with developmental disabilities.

When people aren't given opportunities to try different things in the community to discover what they like.

People of Hennepin County Will Have Better Community Lives When:

When they are supported to participate in community and neighborhood activities they enjoy.

When planning with people in the community focuses on being part of the community.

When community organizations and groups welcome and are supported to involve people with developmental disabilities.

When more people with developmental disabilities know more about their chances to participate in community activities and events.

When they are helped to get to know other people.

When programs and services are evaluated for the community living outcomes they help people achieve.



When community organizations and groups are resource centers for community activities and involvements.

When people have money set aside to participate in community activities that cost.

When neighbors are sought and encouraged to provide natural relationships and supports.

When agencies serving people are better able to communicate and share resources to help people participate as they choose in community activities.

When people live in regular homes and in regular neighborhoods.

When the people paid to be in people's lives are better prepared, know how and care about connecting people in the neighborhood and community.

Things We Must Commit to and Achieve to Improve Community Life in Hennepin County:

Staff will be more better recruited from neighborhoods to better serve residents of those neighborhoods.

Ways will be developed to help connect people with preferences for different community activities with other interested people and needed support.

People with significant physical and behavioral needs will receive the additional support needed to provide access to the community.

Service providers, service coordinators and others will be more effectively prepared to be community bridge-builders.

Consumers will be better assisted to become more involved with the "power sources" of their community.

People's rights of community citizenship and participation including both physical and program accessibility will be aggressively protected.



Rules that limit people's access to and choices of community activities, relationships and employment will be simplified.

Information will be available on the full range of community activities and events.

Community religious and social organizations will be recruited into being more involved in the lives of neighbors with developmental disabilities.

Community involvement will be a valued, expected and measured outcome of community services.

People will not live in institutions or other settings with physical and psychological boundaries between them and their neighborhoods and communities.

Direct support staff will be recognized and better rewarded for their important role in supporting integrated community lives.

Circles of Support

A Personal Circle of Support Is:

People who think it's important for me to get what I need and want, and will help me get it.

Friends who I like and who like me.

A community that respects me.

People who are honest with me.

Religious and social groups who welcome me.



Family who care about me.

People who listen to me.

Neighbors who know me.

People who help me do work and other things that contribute to my community.

People who help me with the things I can't do myself.

Personal Circles of Support Depend on:

Chances to meet new people.

Having people in my life who are interested in the same things I am.

Finding a few people who are always there for me.

Having people who I take turns with in looking after each other.

Knowing people I can count on and know I can trust.

Having people who will get me the information I need.

Having people who understand that my needs change as I get older, and who will learn new things to help me as my life changes.

Having people who really know me, are truthful with me and who respect me.

Having people who listen to me when I talk or express myself about how I feel.



Having people who will fight for me and help me fight for myself.

Effective Circles of Support are Impeded by:

Staff and service coordinators
who think that they can meet all of
my needs.

Not having
chances to meet new
people.

People who don't
accept me for what I
am.

Some people who are
not comfortable with
me because of my
disability.

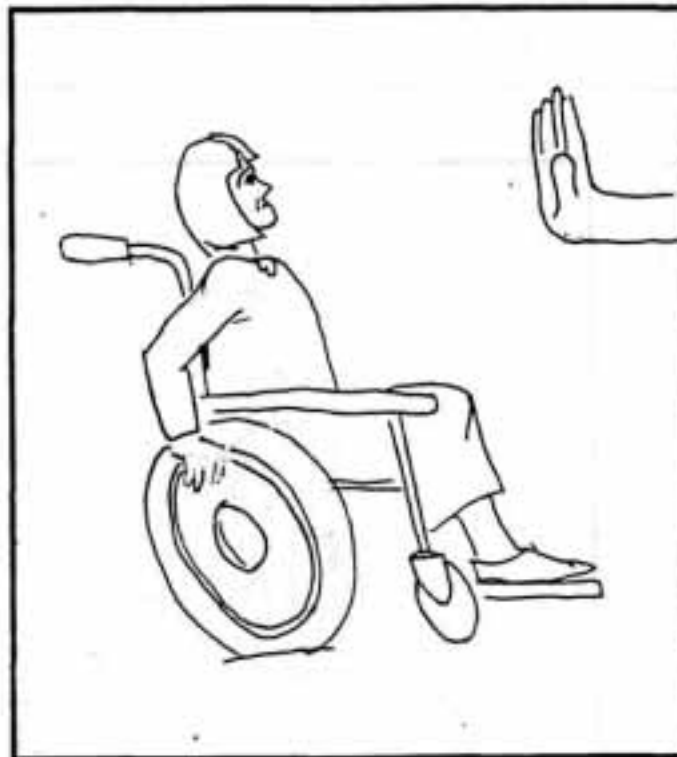
People who
don't know how
to fight for me.

Having other people in
my life who think they
know what is best
for me.

Spending all of my
time in a service
system where
everyone is paid to
care about me.

Living in places that are
not "inviting" to
family and friends.

Not having
transportation or
support to get to
places where I can
meet new people.



Not having enough time, money, or
resources to go where I want and do
what I'd like, and to meet others who
like the same thing.

Things We Need to Commit to and Achieve for Stronger Circles of Support in Hennepin County:

Planning supports will be person-centered and involve all the important supporters of the individual.

Expectations will be maintained that people will be supported to establish relationships when they want them.

An individual's dreams will be shared with people who can help.

People will have more chances to participate in community events (e.g., on charity walks, do fundraisers for community).

People will live in typical housing and neighborhoods where relationships can form.

People will be supported in getting to family activities.

Staff will be taught about the importance of informal relationships and friendships and what they can do to encourage them.



The public will learn that people with disabilities are people with interests.

Formal supports will become less formal.

People will be connected through simple things like invitations, cards, gifts, and pictures to friends and family.

People will attend community events and activities as individuals.

People will recognize the gifts and talents that people with developmental disabilities can give to others.

People will understand and value differences between formal and informal supports and promote the value of the latter with people who provide the former.

People's families, friends, and neighborhoods will be included when planning services.

Finances

Efficient Financing that Increases Consumer Control to Support Self-Determination Is:

Having many choices for how resources are spent and know what those choices are.

Being able to invest in creative ideas that I think will make my life better.

Being able to decide what kind of services are bought.

Having people who make sure that the services I get are what was promised to me when I purchased them and are what I need.

Having people who identify where money is being wasted and who do something about it.

Being able to get the most of the services I need and desired experiences I want with money.



Being able to buy services from agencies and people I want.

Being able to choose and being able to manage the resources that I can, and having help when I need it.

Having money in one simple pool, so I don't have to figure out or fight with people about who pays for what.

Having enough resources to buy what I need, but not so much as to shortchange others.

Having information and experience so that I can evaluate the "value" of different options for my spending resources.

Being able to make service and financing decisions based on the quality I find in the services I receive.

Efficient Financing that Increases Consumer Control Depends On:

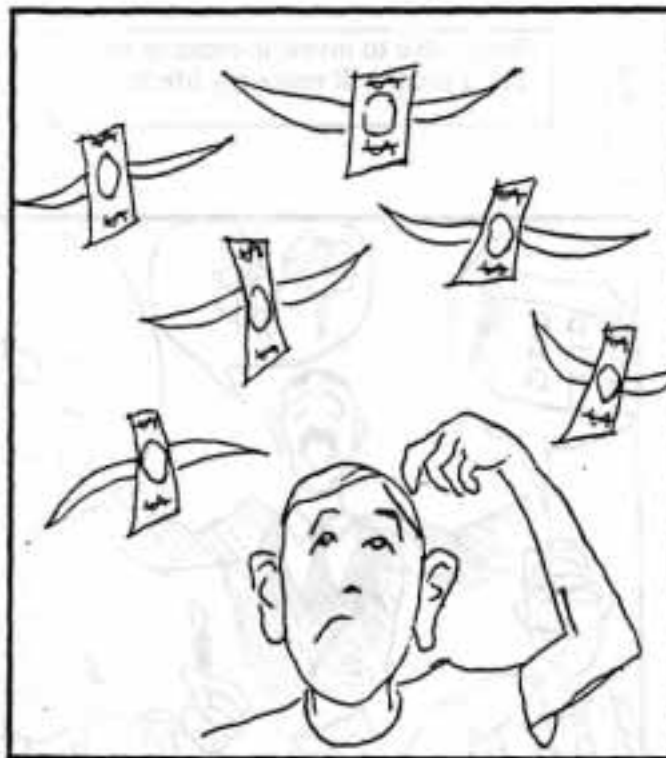
Careful and fair planning and allocation of budget amounts to me and others who need support.

Having open communication about my resources and expenditures with my family, service providers, service coordinators, and others who care about me.

Having excellent systems of public education to help me, my family, my service providers and others be able to make wise decisions in buying services.

Being in control of all the resources that can go for housing so that I can have control over my home.

Having a budget for which I know how many dollars I have, what it is being spent for and the freedom to make changes.



Having access to agencies that watch over expenditures so that needed services can be purchased at a reasonable price and more resources can be used for special things that make my life better.

Being in a system in which my family and I have control over choices and expenditures.

Having the ability to move my service money from one area to use in another as my needs, circumstances and desires change.

Addressing issues like guardianship that take financial power away from me.

Having the ability to "save" money to do things that are important to me.

Being served by a system that is administratively efficient to maximize resources that go directly to me and the people who support me.

Efficient Financing that Increases Consumer Control is Impeded By:

Not having informal supports so that every thing I do takes away my service dollars.

Not having enough different choices about where and how to spend my money.

Not being able to save money to make desired or needed purchases.

Not knowing about amounts of resources allocated to me, options for spending and how to bring resources and options together so that I can really be a consumer.

Having inefficiencies in the service system (from too much paperwork to inadequate staff recruitment that causes excessive staff overtime pay) that drain off resources that could make my life better.



Being in a system where financial decisions happen to me without my knowledge or involvement.

Not having enough help with my financial planning and resource management.

Not being my own guardian so that others decide how my resources are spent.

Having agencies receive my money and not being required to talk with me about how my money used.

Having the money allocated for me mixed in with money for other groups of people.

Not being able to get paying work to increase my spending money and my control over money.

People in Hennepin County Will Have More Efficient Financing that Increases Consumer Control When:

When consumers and families receive more money directly.

When consumers and families are better educated about choices available to them.

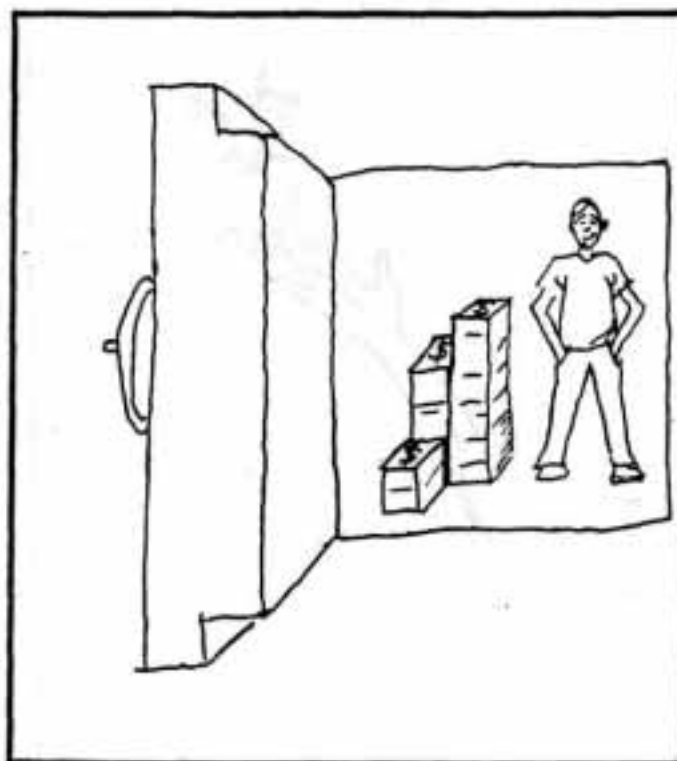
When people are treated as individuals, not parts of facility budgets.

When people can get both resources and the training and/or assistance they need to manage those resources.

When people can change services whenever they feel they can make a better, more desirable purchase.

When people have information about the content and quality of services available to buy from different agencies.

When money is available for things that can make people more independent when and where people need it (e.g., assistive technology, job training).



When well-trained and creative people are available and reimbursed to help people make efficient, effective and empowered decisions about their resource use.

When there is more efficient and effective "wrap around" support involving different systems (e.g., education, health, long-term supports).

When consumers, families, service coordinators and agencies know more about new ways of paying for services that are available in other places.

When regulations and formal operations are reduced so that more resources go to people.

When people can rely more on natural supports and need to buy less paid time for all that they do.

Things We Must Commit to and Achieve for Efficient Financing that Will Increase Consumer Control in Hennepin County:

Gaining experience, evaluating and expanding the number of consumers and families who have and control budgets of their own.

Educating families about budgets and how those budgets are spent.

Increasing people's knowledge about program and service plans and alternative approaches to deciding what goes in them.

Giving consumers more choice and control over their expenditures, the services purchased and the agencies from whom they are purchased.

Providing information on services and the performance of agencies that will help people make decisions.

Engaging the community about ways that they can contribute to the lives of persons with developmental disabilities.

Reducing unproductive and inefficient expenditures so that everyone can have the minimum level of support they need.



Creating and studying new and different types of support to help people expand their financial control (e.g., assistance for consumer-controlled budgets, private family and/or services coordination, brokers, etc.).

Changing the way we think and talk about services to acknowledge that "consumers" deserve to be treated as consumers.

Allowing people to take risks and monitor the results with them of the decisions they make.

Acknowledging that all people are individuals and that resource allocation decisions should support and accommodate those differences.

Creating flexible, integrated pools of funding that eliminate disincentives for reasonable decisions (e.g., more money for group residential housing vs. one's own home).

Committing to changing rules and regulations that put the government in control of how people live.

Quality Assurance

Effective Quality Assurance for People with Developmental Disabilities Is:

Establishing practical and observable definitions and expectations of my society's respect, concern, and responsibility for me.

Identifying dangerous, abusive or poorly supported individual and group situations that I may be in.

Defining what it is that services are expected to help me achieve.

Monitoring and requiring what I may need but am not getting.

Involving people who know what quality is for me in seeing whether quality is evident in my life and services.



Integrating my quality of life with assessments of the quality of my services.

Promoting improvement and excellence in how the services I receive contribute to my life.

Monitoring and measuring how well agencies are performing for me.

Listening to me about experiences with my services.

Focusing on me as an individual and changing person with evolving needs and wants.

Objectively and independently attending to the content and quality of my life when it is that susceptible to control by others.

Effective Quality Assurance Depends on:

Listening carefully to what I and people who know me will say about my services and life.

Collecting information that is reliable and meaningful in assessing quality.

Being a continuous process to improve the quality of my life and services, not an inspection that happens once a year.

Attending to the important details of my life.

Providing a proactive framework to get things done to make my life better.

Providing me and my family with the opportunity to participate in assessing our own services.



Respecting my feelings, moods and differences from other people when examining my experiences.

Challenging the status quo in my life and services.

Pushing me, my family, my service providers, and my service coordinator to consider new possibilities and new levels of performance.

Teaching my service providers how to do things better.

Setting goals of importance to me that can be achieved by me with the help of those being assessed.

Advocating for me and my family.

Effective Quality Assurance is Impeded by:

Having too little collaboration between agencies who are supposed to have interest in the quality of my services and outcomes (e.g., Health, Licensing, County Social Services).

Having quality assurance approaches that are inflexible and unable to accommodate my individual interests, desires and differences from other people.

Creating inefficiencies by having different agencies examining the same things.

Failing to communicate about what's most important to me and other individuals with developmental disabilities.

Failing to value me and my family as the definers of quality in our own lives.

Viewing quality assurance as eliminating all risks in people's lives.

Demanding that agencies comply with the expectations of bureaucracies, not my expectations.

Providing too little knowledge and skills among quality assurance personnel about how to improve services and achieve my desired outcomes.

Having too little time and resources invested into obtaining and using the quality information that is gained from me and others involved in assessing services.

Having too much fear and too little shared commitment among those involved in quality assurance interactions.

Having too little respect for quality assurance processes as being able to contribute to the quality of my life.



People in Hennepin County Will Have More Effective Quality Assurance When:

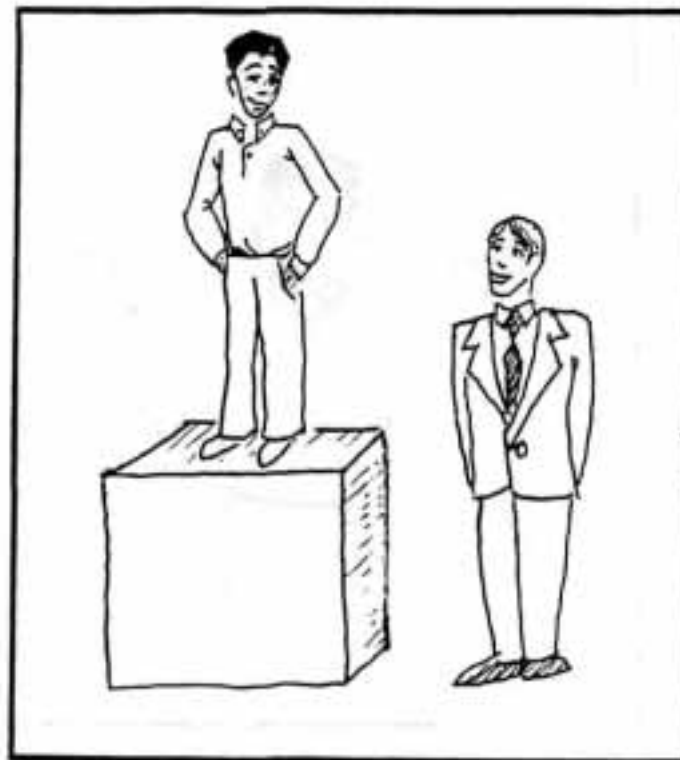
When quality assurance promotes open communication between service providers and consumers.

When people have real choices and quality assurance helps people get what they want.

When quality assurance involves helping people know their options.

When quality assurance is less about power and control of officials, and more about power and control of consumers.

When quality assurance shares responsibility for contributing to the quality of people's lives and services.



When quality assurance accepts that certain amounts of risk are a part of quality of most people's life.

When quality assurance is as likely to demand alternatives to tradition as adherence to it.

When quality assurance provides encouragement to all who are struggling to live and offer services in better ways.

When quality assurance shares information that helps educate people about options and agencies.

When quality assurance contributes to advocacy on behalf of people with developmental disabilities.

Things We Need to Commit to and Achieve for Effective Quality Assurance in Hennepin County:

The information gained in quality assurance will be available to help people make choices.

Quality assurance will be based on the experience of the individual, not the contents of files or superficial conditions of settings.

Quality assurance will involve all groups with the interest and ability to contribute knowledge, ideas and support to improved quality of life.

The information gained in quality assurance will be used to help plan training and education for consumers, families, service providers and service coordinator.

Information from quality assurance will help establish guidelines for the flexible use of funding.

The standards and themes of quality assurance will be simple and speak to the values and desires in the lives of all people.



People will be safe, but not at the cost of freedom.

Quality assurance will be an on-going process, not an annual ritual of inspection, deficiencies and corrections paperwork.

There will be a commitment to ongoing training and technical assistance to help agencies to deliver the outcomes people want.

It will be recognized that quality varies from person to person and competition for business and choice among competitors is important to quality.

Service Coordination

Service Coordination is sometimes called Case-Management, but people in Hennepin County are not "cases".

Service Coordination for People with Developmental Disabilities Means:

Working for me and being on my side when I need to help to get what I want.

Gathering and sharing information with me about what I and my family want and need.

Knowing me, listening carefully to me and understanding what I want.

Helping me, my family and my service providers to work together.

Caring about me as a person, not as part of a "caseload."

Making connections for me with people whose help I want and need.

Teaching me ways that I can get things I want and need for myself.



Knowing the options and resources that are available to me.

Helping me make goals and plans for my life in the community.

Being flexible and available to me at the times and places when I need help.

Making sure that health and social services I receive are appropriate, running smoothly and working well.

Helping me solve problems that develop between me and my service providers, government agencies or other people.

Helping me and all the people and agencies in my life figure out what in providing me the support I need.

Effective Service Coordination Depends On:

People who focus on me as a person and listen carefully to me and my family about what I want and need.

People who listen carefully to me and to my family and show that they respect us and the decisions we make.

People who know what I and my family and I need to know and gets the information to us so that we can make decisions.

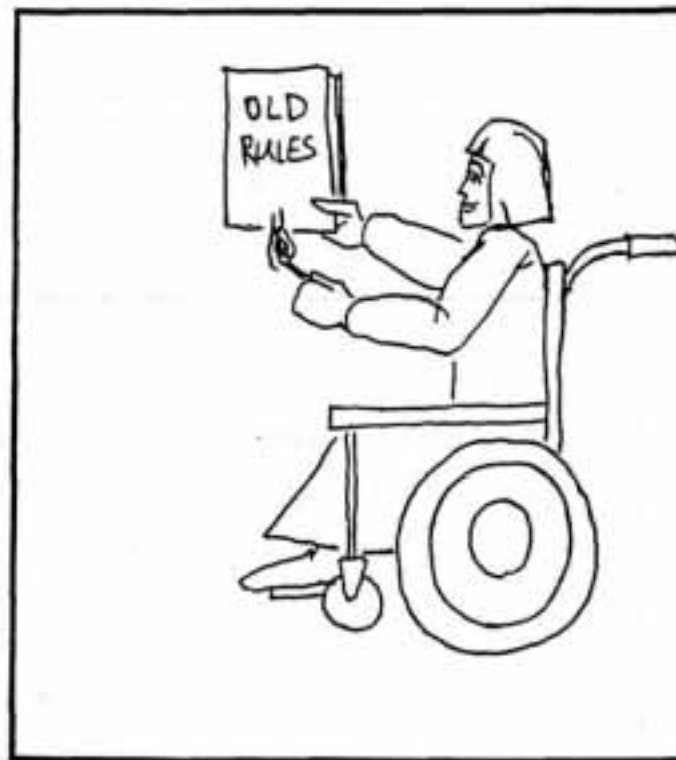
People who respect the ideas of others and building trust among diverse groups.

People who see problems coming and take care of difficulties before they grow out of hand.

People who will be there for me when I need them.

People who can find resources and develop creative solutions that meet my needs and those of my family.

People who will include my family and support network in improving my life.



People who know that all people are different, have different needs and don't fit well into service boxes.

People who have time for me.

People who will be personally accountable to me and for what happens in my life.

People who stay focused on my interests when every body else's interests are put on the table.

People who can work effectively to get lots of different people and agencies to make a shared commitment to me.

People who are freed from rules and requirements that restrict the choices available to me.

Effective Service Coordination is Impeded By:

People who don't know their role in helping me and aren't held accountable for their performance.

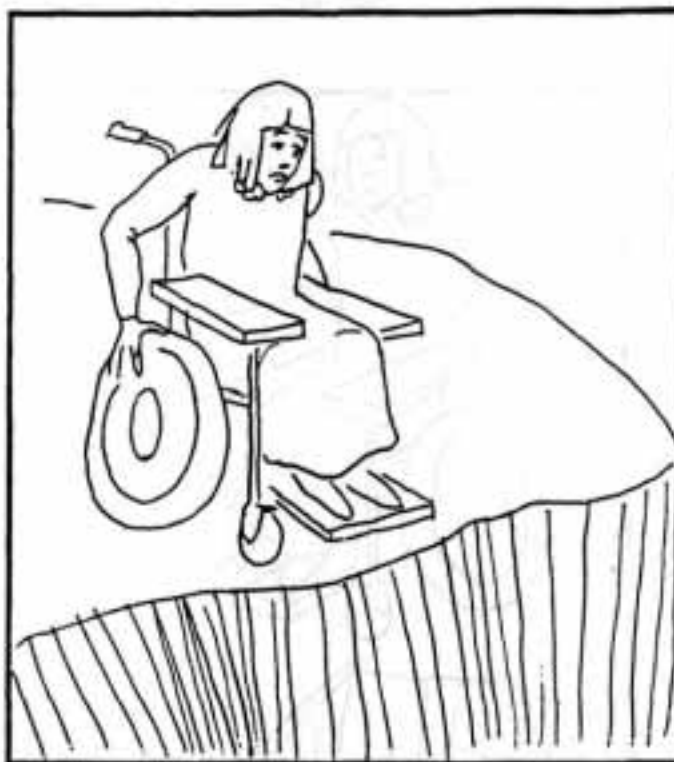
People who do not have enough time or interest to visit me and get to know me.

People who are not assertive and committed to standing up for me to get what I need, want and deserve.

People not being prepared to work with others to solve my problems and get the results I need.

People not feeling enough interest and excitement about what they can help me and my family do.

People who don't have enough information, ideas and experience to offer creative options.



My family and I having too little choice and control over who provides service coordination and how effectively they work for me.

Not having options for different approaches to service coordination.

Public guardians having so much control over so many people that they lose track of me as an individual.

People spending so much time on paper and rules that they do not find time for me.

People seeing their job as working for the county, not for me, and the county not clarifying that my service coordinators should work for me.

People not having the flexibility with rules, finances and services to be able to get people what they want and need.

People who all their "clients" as pretty much the same.

Service coordinators are asked to help too many people to be able to help me.

People in Hennepin County Will Have More Effective Service Coordination When:

When service coordinators and other team members are accountable for the outcomes in people's lives.

When service coordinators learn to speak in terms that people understand and that reflect every day life.

When service coordinators are more sensitive to the differences among people in individual and cultural background.

When consumers can choose and change service coordinators and how much service coordination they use as meets their interests.

When there are options and choices about who can be a service coordinator, including parents, independent "brokers," and county employees.

When service coordinators work with few enough people that they can know them and serve them well.

When assessments of service quality provide service coordinators and consumers the information they need to consider options and make decisions.



When service coordinators are empowered to use allocated resources flexibly and creatively to help people get what they want.

When service coordinators are well-educated and experienced with creative options and alternatives for meeting people's needs.

When the support networks for service coordinators are broadened to better include them with community service providers.

When service coordinators know, respect and listen to each individual they serve.

When service coordination means primarily assisting people, not processing paper.

Things We Must Commit to and Achieve for Effective Service Coordination in Hennepin County:

Continuing opportunities will be available for consumers, family, service providers and service coordinators to meet and talk with each other.

Service coordinators will be provided with access to information and opportunities to learn what is needed to do the job for people with developmental disabilities.

Service information and self-advocacy training for consumers and families will be available to help them play effective roles in service coordination.

Rules that impede consumer control, financial flexibility and range of options will be identified and reduced.

Information will be available in consumer outcomes, satisfaction and recommendations for various services and agencies.

Effective, prevention oriented supports will be generally available to families (e.g., crisis support, respite care, subsidies, other family support services) to sustain the critical roles of families and to reduce avoidable drains on service coordination in supporting their members.



People with developmental disabilities and their families will be provided direct involvement in establishing service standards and accountability.

"Case loads" and paper requirements of service coordinators.

Consumers will be given more choice in their services, agencies and the individuals who provide them including service coordination services.

Resource allocation for services will be scrutinized for cost-effectiveness and appropriate distribution in meeting the needs of individuals.

The number and variation in choices available in services and service coordinators will be increased and communicated clearly to consumers and families.

Service planning, documentation and outcome reviews will become meaningful documents reflecting what consumers and families want and need.

Work/Productive Participation

Work and Other Productive Activity for People With Developmental Disabilities Means:

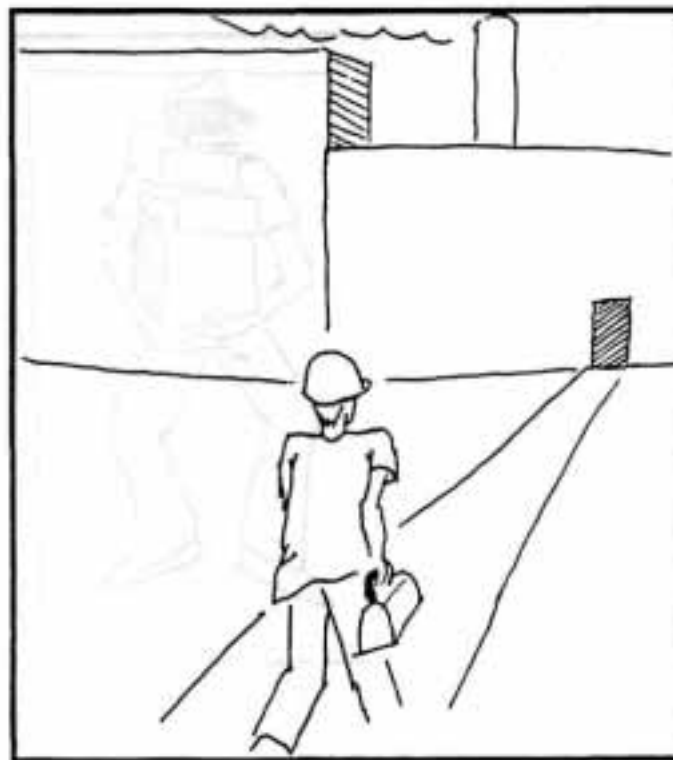
Earning fair pay for the
work I'm doing.

Having choices in the type of
work I do and knowledge of
what my choices are.

Working in a job
that is meaningful
to me.

Becoming more
confident in my
work skills and
abilities.

Working at a job
that gives me the
feelings of
accomplishment
and of making a
valuable
contribution.



Having a job that
has benefits.

Being employed by a
business or
organization that does
needed work in the
community.

Having a job and
work environment
that allows me to
share my talents,
interests and
friendship with co-
workers.

Having a steady
income that I can use to
buy things I want
and need.

Becoming more self-
sufficient and less
dependent on government
and family financial
support.

Having the training and
supports I need to be
successful and grow in
my work.

Opportunity for Work and Productive Participation in the Community Depends On:

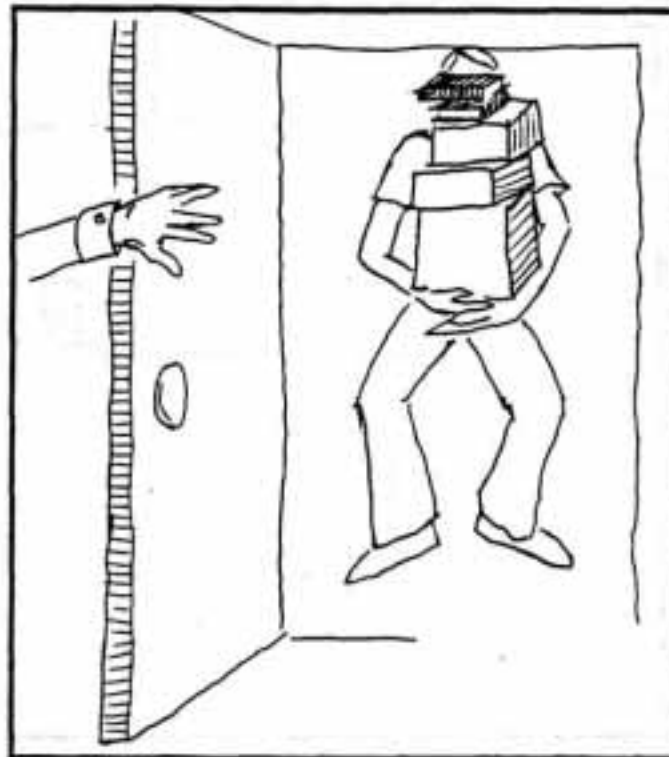
Being able to try things out before I make a final decision.

Having opportunities and support to contribute to my community in useful volunteer activities.

Getting the help I need from co-workers to my job well.

Having vocational services that are committed to do what it takes to help me find and keep work.

Being able to learn of the variety of work options and the ways to pursue those of interest to me.



Having people who care about me being actively involved in helping me find and keep work I like.

Having access to a number of services to find employment opportunities.

Having support from people who are creative in thinking about jobs.

Having a way to get between my home and my job.

Having a business community that is willing to hire and support a diverse work force.

Opportunity for Work and Other Productive Activity is Impeded By:

People in the community who don't think I can do a job or don't believe I deserve the right to try.

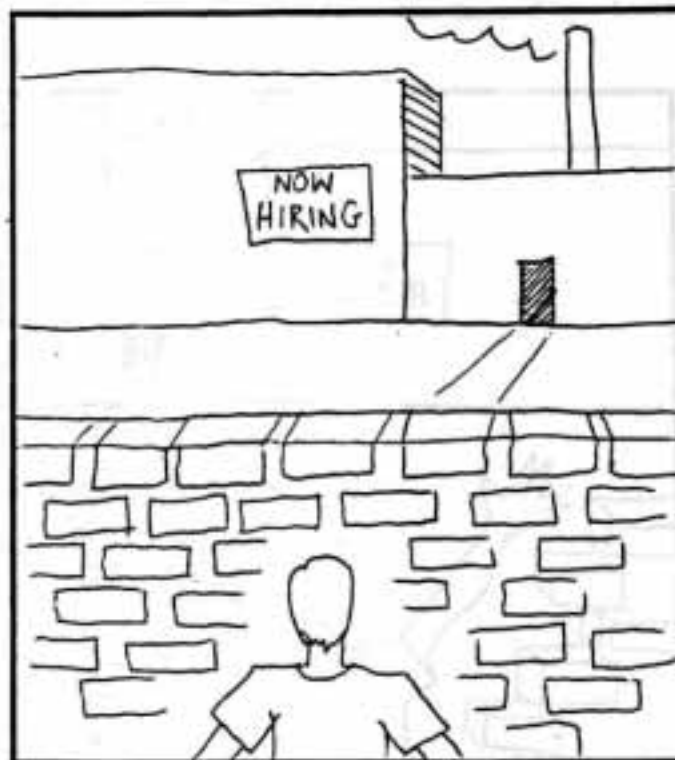
Fear of taking chances to try a job and see if I can succeed.

Not having enough resources to buy technology or to build adaptations so I can do the job.

Not having creative, energetic and committed people in my life who will do what it takes to involve me in work and other productive activities.

Rules and regulations that make it easier to "train me" rather than help me go to work.

People who do not recognize my desire and my responsibility to contribute to my community.



Lack of coordination among the people who are there to help me find and keep the job of my choice.

Not having support of people who can design a job so that I can succeed.

Having my earnings affect and possibly reduce benefits (SSI, MSA, MA) that I need (especially SSI and Medicaid).

Not having reliable and flexible transportation to get to work.

Having family members and professionals in my life who want to keep me so safe, they never give me a chance.

Having too little information and experience in learning and trying different kinds of work.

People in Hennepin County Will Have Greater Opportunities for Work and Productive Participation When:

When there is flexible, reliable and affordable daily transportation to get to work and other activities that contribute to the community.

When person-centered planning is the basis for organizing the paid and natural supports to help people achieve their own goals.

When there is easily accessible information and training to expand the numbers of people with high expectations and creative abilities to develop and secure employment options.

When professionals focus more on community work, not on facility based work.

When the community and its political representatives are educated on the abilities and potential contributions of people with developmental disabilities.

When vocational service agencies, consumers, families, employers and others increase their abilities to work together to help people have jobs and produce involvements in the community.

When there is adequate and flexible funding to provide the support people need to succeed.

When consumers can buy employment services from people who promise them work and can fire them if they do not deliver.

When employment support workers and agencies have incentives to help people find real jobs.



When there are no government regulations that limit people's chances to work.

When people involved on employment are better able to "think outside the box" and devise new and different options for people with developmental disabilities.

When employment opportunities are centered around people's interests and abilities rather than openings in day programs.

Things We Must Commit to and Achieve for Opportunity for Work and Productive Participation in Hennepin County:

Creating vocational support approaches based on person-centered planning and other approaches of discovering and building upon employment interests and abilities.

Transforming habilitation services into vocational services that serve people's goals.

Providing opportunities for consumers, families and providers to learn and raise expectations from successful experiences, from "pilot projects," to the accomplishments of individual workers and their employees.

Providing opportunities for people to learn about, be matched with, and supported in volunteer activities that contribute to their community.

Eliminating all disincentives for work that are tied to the medical, residential or other supports that people need.

People with developmental disabilities and their allies having the central role in defining career objectives and vocational services being funded to help achieve those objectives.



Creating a work group to identify a feasible approach to provide the flexible, affordable and accessible transportation to allow people opportunity to work.

Presuming that people are first candidates for real jobs first and second candidates for day training and habilitation centers second.

Building networks for sharing ideas and examples of success.

Having frequent multi-provider meetings to learn and share ideas about job development, supported by a resource clearinghouse to enhance knowledge and opportunity for employment support personnel.

People having choice in their vocational service provider, having information from other consumers to help make choices, and being able to hold their providers accountable for results.

Recognizing and reworking vocational service agencies, employers and community organization that help people contribute through work and other activities.